SAN DIEGO COUNTY TRANSFER OF CARE REPORT JULY 2018

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San Diego County Transfer of Care Report, July 2018

Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.

Transfer of Care Compliance: TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

Rankings: San Diego County Emergency Departments are ranked based on the percent of offloads that are under 30 minutes. San Diego County Ambulance Response Zones are ranked by TOC compliance.

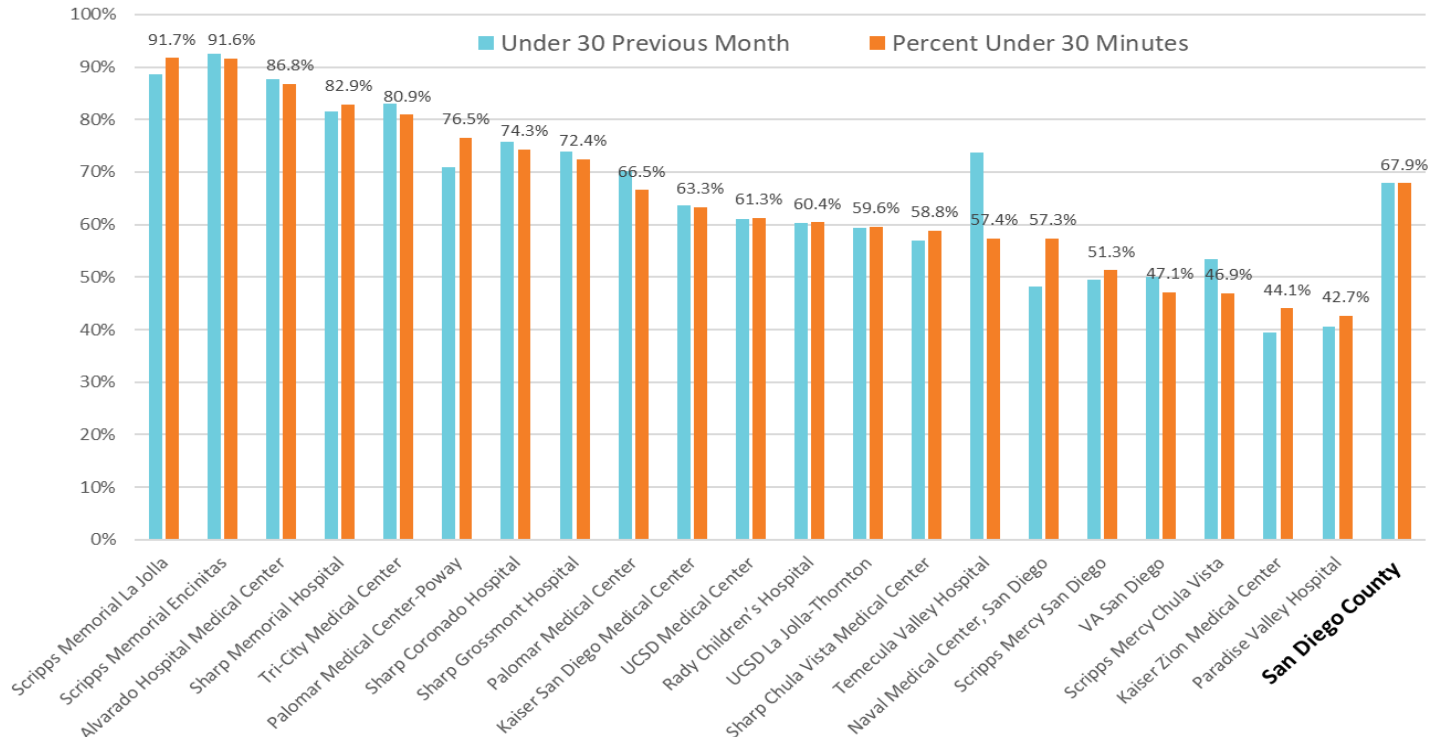# San Diego County Transfer of Care Report, July 2018

Transfer of Care Data, Separated by San Diego County Emergency Department

Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, July 2018

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Under 30 Previous Month	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial La Jolla	1	1,088	91.7%	88.7%	82.4%	6.7	28.1	85.6%
Scripps Memorial Encinitas	2	795	91.6%	92.4%	80.8%	11.1	27.4	76.1%
Alvarado Hospital Medical Center	3	394	86.8%	87.7%	71.6%	11.0	30.7	72.1%
Sharp Memorial Hospital	4	1,501	82.9%	81.6%	70.8%	10.6	33.8	75.1%
Tri-City Medical Center	5	1,078	80.9%	83.0%	60.8%	17.2	38.9	87.3%
Palomar Medical Center-Poway	6	413	76.5%	70.8%	50.4%	19.9	39.2	44.3%
Sharp Coronado Hospital	7	171	74.3%	75.7%	52.6%	18.2	35.6	41.5%
Sharp Grossmont Hospital	8	2,045	72.4%	73.9%	57.3%	16.3	49.4	72.4%
Palomar Medical Center	9	813	66.5%	70.1%	50.9%	19.7	51.1	71.6%
Kaiser San Diego Medical Center	10	218	63.3%	63.6%	38.5%	24.5	48.7	43.1%
UCSD Medical Center	11	1,422	61.3%	61.0%	35.8%	25.9	43.1	56.8%
Rady Children's Hospital	12	316	60.4%	60.3%	37.3%	27.2	42.1	32.6%
UCSD La Jolla-Thornton	13	225	59.6%	59.3%	35.6%	26.4	41.3	33.8%
Sharp Chula Vista Medical Center	14	811	58.8%	57.0%	41.4%	25.1	52.9	58.2%
Temecula Valley Hospital	15	162	57.4%	73.8%	29.6%	26.1	55.0	55.6%
Naval Medical Center, San Diego	16	157	57.3%	48.3%	25.5%	28.3	42.4	11.5%
Scripps Mercy San Diego	17	1,650	51.3%	49.6%	30.8%	29.8	47.3	36.9%
VA San Diego	18	17	47.1%	50.0%	17.6%	30.3	35.9	0.0%
Scripps Mercy Chula Vista	19	996	46.9%	53.4%	20.6%	30.5	48.4	31.9%
Kaiser Zion Medical Center	20	631	44.1%	39.5%	24.4%	31.0	60.8	32.8%
Paradise Valley Hospital	21	504	42.7%	40.6%	21.2%	30.7	65.5	21.4%
San Diego County Total		**15,407**	**67.9%**	**67.9%**	**49.4%**	**20.3**	**45.3**	**59.1%**

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department

Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

Table 3. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, July 2018

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance	Compliance Previous Month
CSA 69	1	780	88.1%	76.2%	11.7	33.0	96.7%	93.5%
Vista	2	532	82.7%	65.0%	16.1	37.8	91.0%	89.0%
Carlsbad	3	360	93.6%	84.2%	10.9	24.8	89.4%	89.9%
San Marcos	4	471	77.5%	66.5%	15.0	42.9	87.0%	90.4%
Oceanside	5	658	82.4%	60.9%	16.3	39.8	86.6%	81.9%
Barona	6	38	94.7%	71.1%	13.3	26.1	76.3%	51.5%
North County FPD	7	238	66.4%	39.9%	22.7	51.0	75.2%	79.0%
Coronado	8	106	80.2%	67.0%	13.7	43.0	68.9%	82.2%
Poway	9	126	95.2%	75.4%	14.1	24.7	66.7%	76.3%
CSA 17	10	472	89.8%	73.7%	13.2	30.8	62.5%	66.1%
El Cajon	11	844	64.2%	49.6%	20.1	55.1	62.4%	57.3%
Sycuan	12	23	91.3%	73.9%	13.0	27.7	60.9%	48.3%
Viejas	13	46	69.6%	50.0%	19.5	43.3	60.9%	53.8%
GHD Zone 1	14	929	72.0%	52.2%	18.8	48.3	57.5%	59.4%
GHD Zone 2	15	106	76.4%	59.4%	16.5	43.5	56.6%	51.5%
San Diego	16	7,220	63.9%	44.9%	23.3	42.2	52.0%	52.3%
Float Ambulances (AMR)	17	475	53.9%	35.6%	28.0	59.9	51.6%	58.2%
Chula Vista	18	1,327	56.0%	33.7%	27.3	53.9	41.9%	42.7%
National City	19	455	53.4%	24.8%	28.8	53.8	30.1%	32.8%
Valley Center FPD	20	201	30.8%	21.9%	38.7	63.7	26.9%	48.6%
Escondido	21	0	0.0%	0.0%	0.0	0.0	0.0%	0.0%
San Diego County Total		**15,407**	**67.9%**	**49.4%**	**20.3**	**45.3**	**59.1%**	**59.7%**

Figure 3

TOC Compliance by San Diego County Ambulance Response Zone

Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

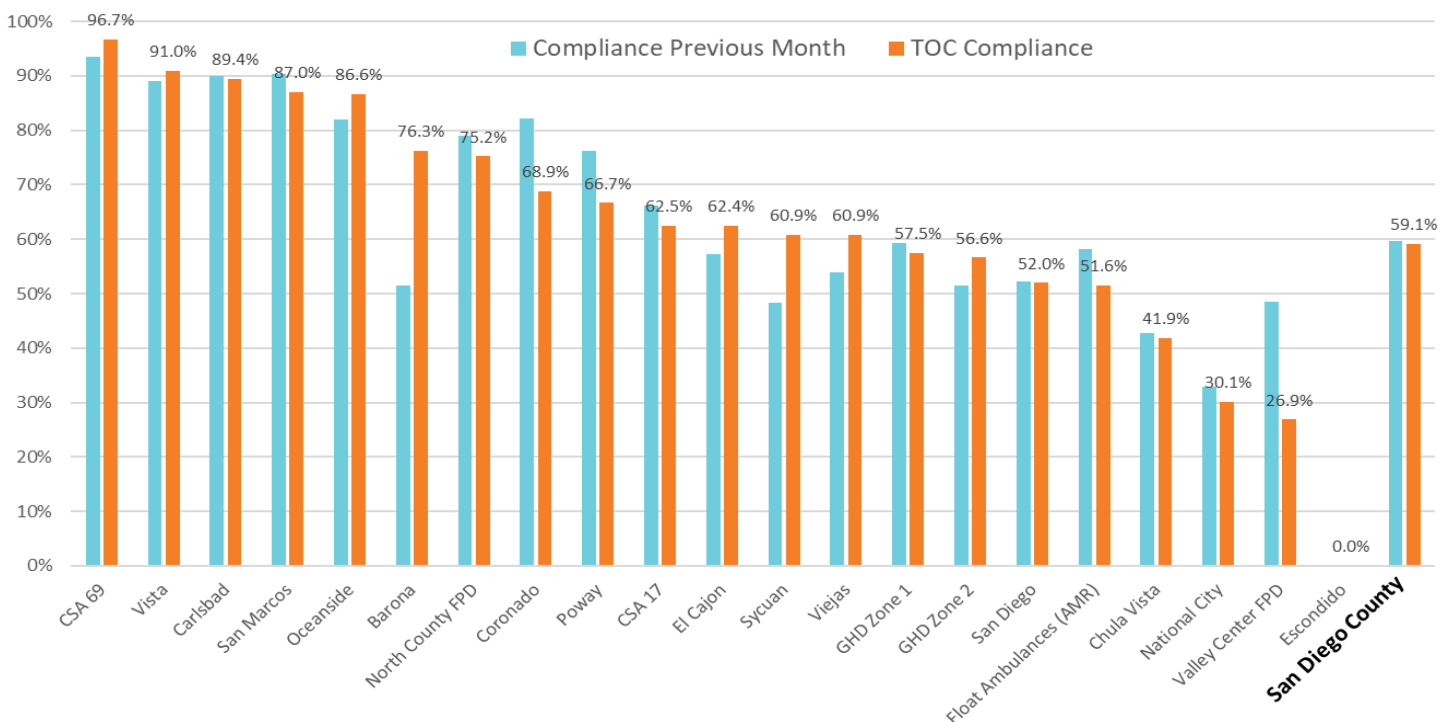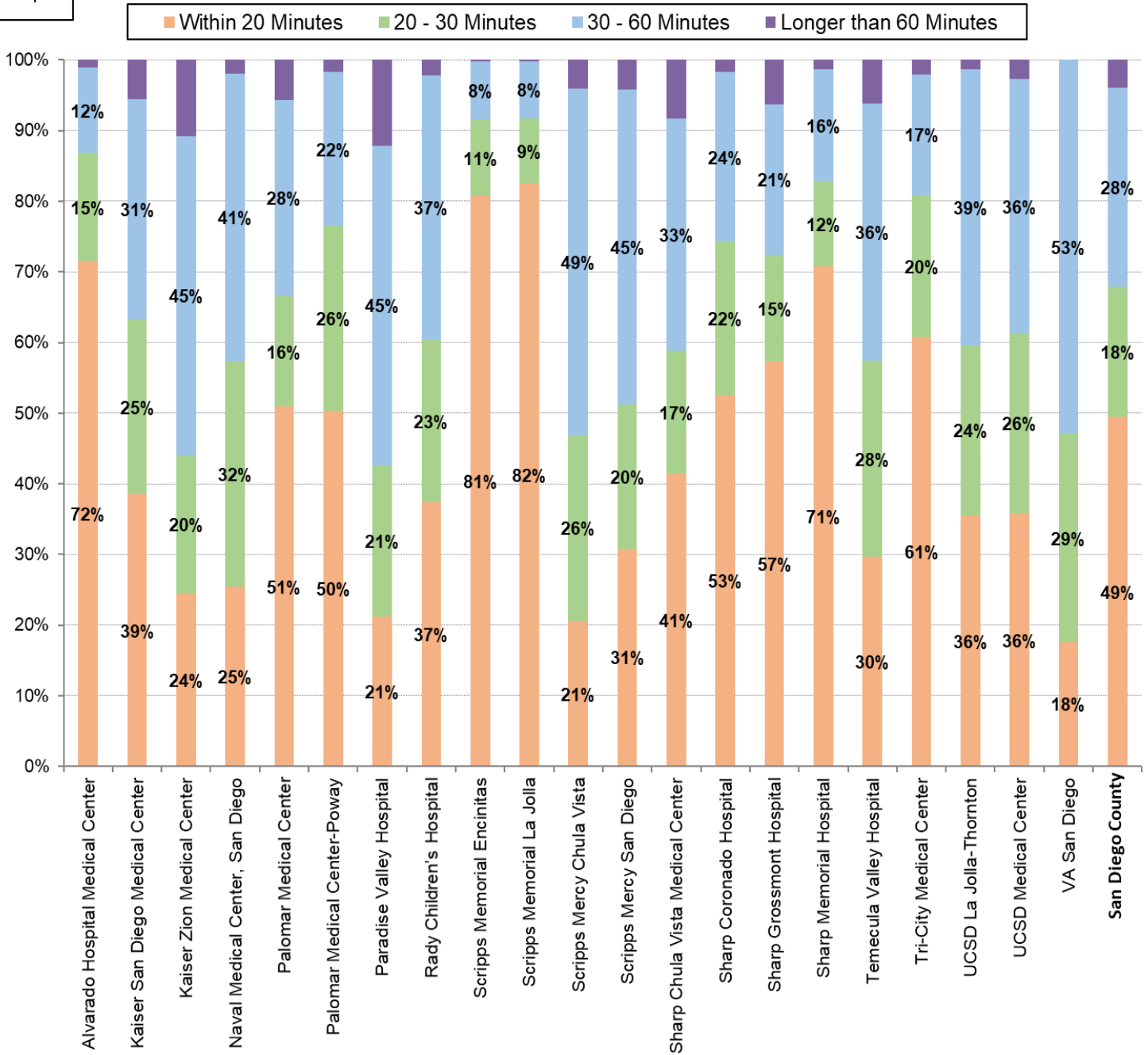# San Diego County Transfer of Care Report, July 2018

Transfer of Care Data by Patient Offload Time Category

Figure 4

Distribution of Offload Times by San Diego County Emergency Department

Legend: ■ Within 20 Minutes ■ 20 - 30 Minutes ■ 30 - 60 Minutes ■ Longer than 60 Minutes